

**PATENT**  
**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re the application of  
Chingwei Peter CHENG and Sang LEE  
For: **METHODS AND SYSTEMS FOR  
DEFINITION AND CATEGORIZATION  
CUSTOMER LIFECYCLE**

Serial No.: 09/607,914

Filed: June 29, 2000

Atty. Docket No.: ORCL5638

) Examiner: Eric T. SHAFFER

) Group Art Unit: 3623

) Confirmation No.: 2945

) Customer No.: 22430

) AMENDMENT**RECEIVED**  
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**OFFICIAL****CERTIFICATE OF TRANSMISSION**

I hereby certify that this document and the documents referred to herein are being transmitted by facsimile to the Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, fax number 703-872-9306 on July 26, 2004.

  
Nita J. Miller

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The present amendment is responsive to the Office Action mailed February 26, 2004.

Amendments to the claims may be found beginning at page 2 of this paper.

Remarks and arguments may be found beginning at page 11 of this paper.

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